

Literatuur

- Aaker, D.A. (1984). *Strategic market management*. New York, USA: Wiley.
- Aardema, H. (2004). Verbindend leiderschap: Inspiratie voor leren en veranderen bij de overheid. *Elsevier Overheid*, 2000, 133-141.
- Aardema, H. (2005). Dertig verandertips voor overheidsmanagers. *Overheidsmanagement*, 12, 300-303.
- Abma, T. A. (2006). Werken met narratieven. Verhalen en dialoog als methoden voor praktijkverbeteringen. In: *Boonstra, J.J., & Caluwé, L. de (2006). Intervenieren en veranderen. Zoeken naar betekenis in interacties*. Deventer: Kluwer.
- Adams, G., & Schvaneveldt, J. (1991). Obtaining data: Documents of the past. In: *G. Adams & J. Schvaneveldt, Understanding research methods (2nd ed., pp. 291–314)*. New York: Longman.
- Ajzen, I., & Fishbein, M. (1980). *Understanding attitudes and predicting social behaviour*. Englewood Cliffs, NY: Prentice-Hall.
- Ajzen, I. (1988). *Attitudes, personality and behavior*. Chicago: Dorsey.
- Ajzen, I. (1991). The theory of planned behavior. *Organizational Behavior and Human Decision Processes*, 50 (2), 179-211.
- Ajzen, I. (2002). Perceived behavioral control, self-efficacy, locus of control and the theory of planned behavior. *Journal of Applied Social Psychology*, 32 (4), 665-683.
- Ajzen, I. (2005). Psychology of Persuasion Intention – Behavior Gap. Retrieved December (2006) from the University of Massachusetts at Amherst Website: <http://courses.umass.edu/psych586/pp/i-b.gap.ppt>
- Albert, S., & Whetten, D. A. (1985). Organizational identity. *Research in organizational behavior*.
- Alexander, A. (2005). The rule of three: A unified theory of leadership. *Business Strategy Review*, 16(3), 32-64.
- Allredge, M. E., & Nilan, K. J. (2000). 3M's leadership competency model: An internally developed solution. *Human resource management*, 39(2,3), 133-145.
- Allen, T. D., & Rush, M. C. (1998). The effects of organizational citizenship behavior on performance judgments: a field study and a laboratory experiment. *Journal of applied psychology*, 83(2), 247-260.
- Amabile, T. M., Schatzel, E. A., Moneta, G. B., & Kramer, S. J. (2004). Leader behaviors and the work environment for creativity: Perceived leader support. *The Leadership Quarterly*, 15(1), 5-32.
- Amelvoort, P. van, Seinen P., Kommers H., & Scholtes, G. (2003). *Zelfsturende teams, ontwerpen, begeleiden en invoeren*, ST-Groep, Vlijmen.
- Anicich, E. M., & Hirsh, J. B. (2017). The Psychology of Middle Power: Vertical Code-Switching, Role Conflict and Behavioral Inhibition. *Academy of Management Review*, 42(4), 659-682.
- Ankersmit, F. (2008). Wie de burger behandelt als klant, vraagt om problemen. *Binnenlands Bestuur*, 20.
- Anderson-Gough, F., Grey, C., & Robson, K. (2000). In the name of the client: The service ethic in two professional services firms. *Human relations*, 53(9), 1151-1174.
- Ardon, A.J. (2009). *Moving Moments: Leadership and interventions in dynamically complex change processes*, Amsterdam, Vrije Universiteit.
- Argyris, C. (1991). Teaching Smart People to Learn. *Harvard Business Review*, reprinted in Argyris, C. (1992). *On Organizational Learning*. Cambridge, Massachusetts: Blackwell Business.
- Argyris, C., & Tromp, T. H. (1996). *Leren in en door organisaties: het hanteerbaar maken van kennis*. Scriptum books.
- Argyris, C., & Schön, D. (1996). *Organizational Learning ii: Theory, Method and Practice*. Reading, Massachusetts: Addison Wesley.
- Arnot, M., McIntyre, D., Pedder, D., & Reay, D. (2004). Consultation in the classroom: Developing dialogue about teaching and learning.
- Ashford, S. J., Blatt, R., & Walle, D. V. (2003). Reflections on the looking glass: A review of research on feedback-seeking behavior in organizations. *Journal of Management*, 29(6), 773-799.
- Atwater, L.E., Waldman, D.A., Atwater, D., & Cartier, P. (2000). An upward feedback field experiment: supervisors' cynicism, reactions and commitment to subordinates. *Personnel Psychology*, 53, 2, 275-298.
- Aubert, V. (1963). Competition and dissensus: two types of COI and of COI resolution. *Journal of COI Resolution*. Vol. 7:26.
- AWVN (Algemene Werkgeversvereniging Nederland), (2003). *Balanced management card*.

- Baarda, B., Bakker, E., Fisher, T., Julsing, M., & Peters, V. (2013). Velden van der T. *Basisboek kwalitatief onderzoek. Handleiding voor het opzetten en uitvoeren van kwalitatief onderzoek*. Noordhoff.
- Badaracco, J.L. (2001). We don't need another hero. *Harvard Business Review*, 79 (8), 120-126.
- Balogun, J. (2003). From blaming the middle to harnessing its potential: Creating change intermediaries. *British Journal of Management*, 14(1), 69-83.
- Balogun, J., Gleadle, P., Hailey, V. H., & Willmott, H. (2005). Managing Change Across Boundaries: Boundary-Shaking Practices. *British Journal of Management*, 16(4), 261-278.
- Balogun, J., & Johnson, G. (2004). Organizational Restructuring and Middle Managers Sensemaking. *Academy of Management Journal*, 47(4), 523-549.
- Baker, W. (2000). *Achieving succes through social capital*. San Francisco: Jossey-Bass.
- Barnard, C. (1938). *Functions of the executive*. Cambridge: Harvard University Press.
- Bartlett, C. A., & Ghoshal, S. (1997). The myth of the generic manager: new personal competencies for new management roles. *California management review*, 40(1), 92-116.
- Bason, C. (2010). *Leading public sector innovation. Co-creating for a better society*. Bristol: The Policy Press.
- Bass, B.M. (1985). *Leadership and performance beyond expectations*. New York, Free press.
- Bass, B. M., & Stogdill, R. M. (1990). *Bass & Stogdill's handbook of leadership: Theory, research, and managerial applications*. Simon and Schuster.
- Basten, F., & Tiggelen, K. van (2013). *Handboek buitenpromoveren*. Dronen: Accent Grave vof
- Bateson, G. (1972). *Steps to an Ecology of Mind*. San Francisco: Chandler.
- Beardwell, J., & T. Claydon (2007). *Human Resource Management. A Contemporary Approach*. Edinburgh: Pearson Education Limited.
- Beckman, M, Pies, I., & Hielscher, S. (2010). Value Creation, Management Competencies, and Global Corporate Citizenship: An Ordonomic Approach to Business Ethics in the Age of Globalization, *Journal of Business Ethics* (2010) 94:265–278, Springer.
- Beer, M. (2009). *High commitment, high performance* San Francisco: Jossey-Bass.
- Beer, M., & Nohria, N. (2000). Cracking the code of change, *Harvard Business Review*, may-june 2000, 133-141.
- Beer, M & Eisenstatt, R.A. (2000). The six killers of strategy implementation and learning, *Sloan Management review*, 41 (4), 29-40.
- Beinum, H. Van, Fauchoux, C., & Vlist, R. van der (1996). Reflections on the Epigenetic Significance of 'action research'. In: Eds: *Stephen Toulmin & Björn Gustavsen, Beyond theory (p. 179 – 201)*. Amsterdam: John Benjamins Publishing Company.
- Belasen, A., & Belasen, A. R. (2016). Value in the middle: cultivating middle managers in healthcare organizations. *Journal of Management Development*, 35(9), 1149-1162.
- Belasen, A., & Luber, E. B. (2017). Innovation implementation: Leading from the middle out. In *Strategy and communication for innovation* (pp. 229-243). Springer International Publishing.
- Bellou, V. (2007). Achieving long-term customer satisfaction through organizational culture. *ManagingService Quality*, 17 (5): 510-522.
- Bennett, N., Wise, C., Woods, P.A. and Harvey, J.A. (2003). *Distributed Leadership*. Nottingham: National College of School Leadership.
- Bennis, W.G., & Nanus, B. (1985). *Leaders: the strategies for taking charge*. New York: Harper & Row.
- Bennis, W., (1989). *Why leaders can't lead*. San Francisco, Jossey-Bass.
- Berg, J. M., Grant, A. M., & Johnson, V. (2010). When callings are calling: Crafting work and leisure in pursuit of unanswered occupational callings. *Organization Science*, 21(5), 973-994.
- Berger, P.L., & Luckmann, T. (1966). *The Social Construction of Reality: A Treatise in the Sociology of Knowledge*. New York: Anchor.
- Bérgstrom, L. (1970). What is a COI? *Journal of Peace Research*, 7, 197.
- Birken, S. A., Lee, S. Y. D., & Weiner, B. J. (2012). Uncovering middle managers' role in healthcare innovation implementation. *Implementation Science*, 7(1), 28.
- Bitsch, V., & Yakura, E.K. (2007). Middle management in agriculture: roles, functions and practices. *International Food and Agribusiness Management Review*, 10 (7).

- Blake, R.R., & Mouton, J.S. (1982). Management by grid principles or situationalism: Which? *Group and Organization Studies*, 7, 207-210.
- Blanchard, K. (2007). *Leading at a higher level: Blanchard on leadership and creating high performing organizations*, Pearson Education, Benelux.
- Blanchard, K. H., & Hersey, P. (1996). Great ideas revisited. *Training & Development*, 50(1), 42-48.
- Blau, P. M. (1964). Social exchange theory. Retrieved September, 3, 2007.
- Block, J., & Colvin, C.R. (1994). Positive illusions and well-being revisited: Separating fact from fiction. *Psychological Bulletin*, 116, 28.
- Boeije, H. (2005). *Analyseren in kwalitatief onderzoek. Denken en doen*, Amsterdam: Boom onderwijs.
- Boer, E.M. de (2006). *Leiderschap van professionele dienstverlening*. Scriptieonderzoek Erasmus Universiteit Rotterdam.
- Bolden, R., & Gosling, J. (2004). Leadership and management competencies: lessons from the national occupational standards. In *SAM/IFSAM VIIth World Congress: Management in a World of Diversity and Change*, 5-7.
- Bolden, R. (2011). Distributed leadership in organizations: A review of theory and research. *International Journal of Management Reviews*, 13(3), 251-269.
- Boonstra, J. J. (2000). *Lopen over water. Over dynamiek van organiseren, vernieuwen en leren*. Amsterdam: Vossiuspers AUP.
- Boonstra, J.J. (2004). Introduction. In: J.J. Boonstra (Ed.): *Dynamics of organizational change and learning*. Chichester, UK: John Wiley & Sons.
- Boonstra, J.J., & Caluwé, L. de (2006). *Interveniëren en veranderen. Zoeken naar betekenis in interacties*. Deventer: Kluwer.
- Boomsma, S., & Borrendam A. van (2003). *Kwaliteit van dienstverlening*. Alphen aan den Rijn: Kluwer.
- Boot, A.W.A. (2012). Naar een structuurverandering van de financiële sector, Lessen uit de crash: een antwoord op de financiële crises, *FEB: Amsterdam Business School Research Institute (ABS-RI)*, FEB Year 2012.
- Boot, A.W.A. (2013). Financiële sector-wat weten we? *FEB: Amsterdam Business School Research Institute (ABS-RI)*, FEB.
- Bourdieu, P., & Passeron, C. (1977). *Reproduction in Education, Society and Culture*. London: Sage.
- Bourdieu, P. (2007). *Outline of a theory of practice*. Cambridge: Cambridge University Press.
- Bowen, J. and Ford, R.C. (2002). Managing Service Organizations: Does Having a "Thing" Make a Difference? *Journal of Management*, 28 (3), 447-469.
- Bowers, D. G., & Seashore, S. E. (1966). Predicting organizational effectiveness with a four-factor theory of leadership. *Administrative Science Quarterly*, 238-263.
- Boxall, P., & Purcell, J. (2008). *Strategy and Human Resource Management*, Second Edition, Houndmills/ New York: Palgrave-Mcmillan.
- Boyatzis, R.E. (1982). *The competent manager: a model for effective performance*. New York, Wiley and sons.
- Boyatzis, R.E. (2008). Competencies in the 21st century. *Journal of Management Development*, vol. 27 (1), 5-12.
- Bretani, D. U. (2000). Innovative vs Incremental new Business Services: Different keys for achieving success. *Journal of product innovation management*, 18, 169-187.
- Brett, J.F., & Atwater, E. (2001). 360° Feedback: Accuracy, reactions, and perceptions of usefulness. *Journal of Applied Psychology*, 86, 930-942.
- Breuer, F. (2006). Storytelling als interactieve interventie. Toepassing van de narratieve benadering bij organisatieverandering. In: Boonstra, J.J., & Caluwé, L. de (2006), *Interveniëren en veranderen; zoeken naar betekenis in interacties*, 49-64.
- Breukelen J. W. M van, & Vries R.E. de (2011). Aan welke activiteiten van leidinggevenden hebben medewerkers vooral behoefte? Nieuwe onderzoeksresultaten en suggesties, *Gedrag & Organisatie*, 24 (3), 233-256
- Brown, A. D. (2000). Making sense of inquiry sensemaking. *Journal of Management Studies*, 37(1), 45 – 75.
- Bryman, A. (2004). Qualitative research on leadership: A critical but appreciative review. *The leadership quarterly*, 15(6), 729-769.
- Buchanan, D., & Boddy, D. (1992). *The expertise of the change agent*. New York, Prentice hall.
- Buchanan, D., Claydon, T., & Doyle, M. (1999). Organisation Development And Change: The Legacy Of The Nineties. *Human Resource Management Journal*, 9 (2), 20-37.

- Buelens, M., & Devos, G. (2004). Art and wisdom in choosing change strategies, a critical reflection. In: *Boonstra, J.J. (ed.). Dynamics of organizational change and learning*. Wiley: Chichester, 177-198.
- Bunt, L., & Kwakman, F.E. (2002). De kunst van het verbeteren, over de zoektocht naar bruikbare theorie en praktijk. *Manager & Literatuur*, (5).
- Burger, Y. D., Caluwé, L. de, & Jansen, P. G. W. (2010). *Mensen veranderen: waarom, wanneer en hoe mensen (niet) veranderen*. Kluwer.
- Burns, J.M. (1978). *Leadership*. New York, Harper & Row.
- Buss, W., & R. Kuyvenhoven (2011). Perceptions of European middle managers of their role in strategic change. In: *Global Journal of Business Research* (5) 109-119.
- Bruijn, J.A. de (2008). *Managers en professionals, over management als probleem en als oplossing*. Den Haag: Academic Service.
- Caluwé, L. de, e.a. (2002). *Essenties van organiseren, managen en veranderen*, Schiedam, Scriptum.
- Caluwé, L. de, & Vermaak H. (2006). *Leren veranderen. Een handboek voor de veranderkundige* Deventer: Kluwer.
- Caluwé, L. de, & Vermaak, H. (2016). Knowing yourself as a change agent: A validated test based on a colorful theory of change.
- Cameron, K. S., & Quinn, R. E. (1988). *Organizational paradox and transformation*. Ballinger Publishing Co/Harper & Row Publishers.
- Campbell, A. J. (2003). Creating customer knowledge competence: managing customer relationship management programs strategically. *Industrial Marketing Management* 32. 375-383.
- Campbell, J., McCloy, R., Oppler, S., & Sager, C. (1993). A theory of performance. In N. Schmitt & W. Borman (Eds.), *Personnel Selection in organizations (35-71)*. San Francisco: Jossey-Bass.
- Campbell, J. P. (1977). The cutting edge of leadership: An overview. *Leadership: The cutting edge*, 221-234.
- Carney, M. (2004). Middle manager involvement in strategy development in not-for profit organizations: the director of nursing perspective – how organizational structure impacts on the role. In: *Journal of Nursing Management*, 12(1), 13-21.
- Castells, M. (2000a). *The information age: Economy, society and culture, Vol I: The rise of the network society*. Malden, MA: Blackwell.
- Castells, M. (2000b). *The information age: Economy, society and culture, Vol II: The power of identity*. Malden, MA: Blackwell.
- Castells, M. (2000). *The rise of the networksociety*. Oxford: Blackwell Publishing.
- Celestin-Westreich, S., & Celstin, L. P. (2008). *Observeren en rapporteren*. Amsterdam: Pearson Education.
- Cevat, M.P. (2000). *Hoe krijg je professionals in beweging? Verandermanagement in professionele organisaties*, Business contact.
- Chan Kim, W., & Mauborgne, R. (2005). *Blue Ocean Strategy*. Boston, MA: Harvard Business School Press.
- Chandler, D., & Torbert, B. (2003). Transforming inquiry and action: Interweaving 27 flavors of 'action research'. *'action research'*, 1(2), 133-152.
- Charmaz, K. (2006). *Constructing grounded theory: A practical guide through qualitative research*. SagePublications Ltd, London.
- Chandler, D., & Torbert, B. (2003). Transforming inquiry and action interweaving 27 flavors of 'action research'. *'action research'*, 1(2), 133-152.
- Chebat, J.C., & Kollias, P. (2000). The impact on empowerment of customer contact employees' roles in service organizations. *Journal of Service Research*, 3 (66)
- Chell, E., & Pittaway, L. (1998). A Study of Entrepreneurship in the Restaurant and Café Industry: Exploratory Work Using the Critical Incident Technique as a Methodology, *International Journal of Hospitality Management*, 17, 23-32.
- Cheng, M. I., Dainty, A. R., & Moore, D. R. (2005). What makes a good project manager?. *Human Resource Management Journal*, 15(1), 25-37.
- Choy, J. O. E. P. (2005). De vraag op het antwoord—systemische interventies voor conflicten in organisaties. *Choy consultants BV*.
- Clemans, W. V. (1956). *An analytical and empirical examination of some properties of ipsative measures*. Washington university Seattle.

- Coch, L., & French Jr, J. R. (1948). Overcoming resistance to change. *Human relations*, 1(4), 512-532.
- Cohen, D., & Prusak, L. (2001). *In good company. How social capital makes organizations work*. Boston, MA: Harvard Business School Press.
- Cohen, I.J. (2000). Theories of Action and Praxis. In: *Bryan S. Turner: The Blackwell Companion of Social Theory*. Malden/Oxford/Carlton: Blackwell Publishing.
- Collier, D.A., & Meyer, S.M. (1998). A service positioning matrix. *International Journal of Operations & Production Management*, 18(12), 1223-1244.
- Colvin, C.R., Block, J., & Funder, D.C. (1995). Overly positive self-evaluations and personality: Negative implications for mental health. *Journal of Personality and Social Psychology*, 68, 1152-1162.
- Collins, J. (2001). *Good to great*, New York: HarperCollins.
- Conger, J.A. (1989). *The Charismatic Leader: behind the mystique of exceptional leadership*. San Francisco: Jossey-Bass.
- Conger, J.A. (2004). Developing leadership capability: what's inside the black box? *Academy of Management Executive*, vol. 18 (3), 136-139.
- Conger, J. A., & Kanungo, R. N. (1987). Toward a behavioral theory of charismatic leadership in organizational settings. *Academy of management review*, 12(4), 637-647.
- Cools, K. (2006). *Controle is goed, vertrouwen nog beter*, Assen: Koninklijke Van Gorcum.
- Corbin, J., & Strauss, A. (2008). *Basics of qualitative research. Techniques and Procedures for Developing Grounded Theory*. Los Angeles/London/New Delhi/Singapore: Sage Publications.
- Coughlan, P., & Coughlan, D. (2002). 'action research' for operations management. *International journal of operations & production management*, 22(2), 220-240.
- Covey, S.R. (1989). *The 7 habits of highly effective people*, New York: Free press.
- Creswell, J. W. (2013). *Research design: Qualitative, quantitative, and mixed methods approaches*. Sage publications.
- Cummings, Th. G., & Worley, C. G. (2005). *Organization Development and Change*, 7th edition Mason: Thomson South-Western.
- Currie, G. (1999). The influence of middle managers in the business planning process: A case study in the UK NHS. *British Journal of Management*, (10), 141-155.
- Czarniawska, B. (2004). *Narratives in social science research*. Sage.
- Daamen, A., & Roesink, N. (2003). *De effectiviteit van het middle management*, Doctoraalscriptie, UvT.
- Dale, J. H. van (2005). *Van Dale groot woordenboek van de Nederlandse taal (14e editie)*. Utrecht: Van Dale Lexicografie.
- Dall'Olmo Riley, F., & De Chernatony, L. (2000). The service brand as relationships builder. *British Journal of Management*, 11(2), 137-150.
- Damen, J. A. (2007). *Leiderschap en motivatie: wat drijft en beweegt de topmanagers in Nederlandse organisaties?*. Van Gorcum.
- Damhuis, G. E., Huijsmans, P., Overduin, H., Verschure, P., & Vries, G. D. (2005). *Als de markt binnenkomt: effecten van marktwerking in de zorg*. 's-Hertogenbosch: IPP.
- Davenport, T.D. (2005). *Thinking for a living, How to get better performance and results from knowledge workers*, Boston: Harvard Business School Press.
- Davis, T. R., & Luthans, F. (1979). Leadership reexamined: A behavioral approach. *Academy of Management Review*, 4(2), 237-248.
- Day, D.V., & Lord, R.G. (1988). Executive leadership and organizational performance: suggestions for a new theory and methodology. *Journal of Management*, 14, 453-464.
- Daubner, D. (2016). *Dealing with dualities: A paradox perspective on the relationship between talent management and diversity management*. Amsterdam: VU University Press.
- Delden, P.J. van (1993). Professionalisering als organisatiestrategie. In: *M&O, Tijdschrift voor organisatiekunde en sociaal beleid*. 47e jaargang, p. 187 – 199.
- DeLong, T.J., & Nanda, A. (2003). *Professional Services: Text and Casus*. New York: McGraw-Hill/Irwin.
- Deprez, F. L. (2004). Productiviteitsverbetering van kenniswerkers: mission (im) possible?. *Kennisproductiviteit: het effect van investeren in mensen, kennis en leren, Amsterdam, Pearson Education*, 59-77.

- Dierdorff, E., & Rubin, R. (2006). *Toward a comprehensive empirical model of managerial competencies*. McLean, VA: Technical report presented to the MERInstitute of the Graduate Management Admission Council.
- Dongen, H. J., Laat, W. A. M., & Maas, A. J. J. A. (1996). *Een kwestie van verschil: conflicthantering en onderhandeling in een configuratieve integratietheorie*. Eburon.
- Doorn, J. A. A. van, & Lammers, C. (1967). *Moderne sociologie. Een systematische inleiding*. 8e druk Utrecht-Antwerpen: Uitgeverij Het Spectrum.
- Dopson, S., & Stewart, R. (2001). What is happening to middle management? *British Journal of Management*, 1, 3-16.
- Drucker, P. F. (1988). The coming of the new organization. *Harvard Business Review*, 66 (1), 1-11.
- Druskat, V. U., & Wheeler, J. V. (2003). Managing from the boundary: The effective leadership of self-managing work teams. *Academy of Management Journal*, 46(4), 435-457.
- Dubbeldam, M., & Goedmakers, W. (2003). *Integraal management: instrument van verandering?* Assen: Van Gorcum.
- Dunk, T. von der (2002). *Alleen op de wereld. De Nederlandse worsteling met zichzelf, God en Europa*. Amsterdam: Uitgeverij Van Genneep.
- Dutton, J. E., Ashford, S. J., O'Neill, R. M., Hayes, E., & Wierba, E. E. (1997). Reading the wind: How middle managers assess the context for selling issues to top managers. *Strategic management journal*, 407-423.
- Dutton, J. E., & Duncan, R. B. (1987). The creation of momentum for change through the process of strategic issue diagnosis. *Strategic Management Journal*, 8(3), 279 – 295.
- Dyne, L. van, Graham, J. W., & Dienesch, R. M. (1994). Organizational citizenship behavior: Construct redefinition, measurement, and validation. *Academy of Management Journal*, 37, 765-802.
- Eagly, A.H., Johannesen-Schmidt, M.C., & Engen, M.L. van (2003). Transformational, Transactional and laissez faire leadership styles: A meta-analysis comparing women and men. *Psychological Bulletin*, 129 (4), 569-591.
- Eden, C., & Huxham, C. (1996). 'action research' for management research. *British Journal of Management*, 7(1), 75-86.
- Eden, C., & Huxham, C. (1996). 'action research' for the study of organizations. pg. 526 – 542. In: *Clegg, S.R. Hardy & Nord (ed.). Handbook of Organization Studies*, Thousand Oaks: Sage.
- Eisenhardt, K. M. (1989). Building theories from case study research. *Academy of management review*, 14(4), 532-550.
- Eisenhardt, K. M. (2000). Paradox, spirals, ambivalence: The new language of change and pluralism. *Academy of Management Review*, 25(4), 703-705.
- Eisenhardt, K. M., & Graebner, M. E. (2007). Theory building from casus: Opportunities and challenges. *Academy of management journal*, 50(1), 25-32.
- Eisenhardt, K. M., & Sull, D. N. (2001). Strategy as simple rules. *Harvard business review*, 79(1), 106-119.
- Eisenhardt, K. M., & Zbaracki, M. J. (1992). Strategic decision making. *Strategic management journal*, 13(S2), 17-37.
- Elfferich, P. (2008) *Baas boven baas (m/v). Scoren met excellente interne communicatie*, Zaltbommel: Thema.
- Elshout, P., Overduin, P., Damhuis, G., Vries, G. de, Huijsmans, H., & Verschure, K. (2003). *Het nieuwe middenmanagement. Van speelbal naar spelverdeler*, 's-Hertogenbosch: DamhuisElshoutVerschure.
- Elshout, P.F.M. (2006). *Middenmanagement. Functie in ontwikkeling*. Tilburg: Universiteit van Tilburg.
- Ekvall, G., & Arvonen, J. (1991). Change-centered leadership: An extension of the two-dimensional model. *Scandinavian Journal of Management*, 7(1), 17-26.
- Ellinger, A. D., Ellinger, A. E., & Keller, S. B. (2003). Supervisory coaching behavior, employee satisfaction, and warehouse employee performance: A dyadic perspective in the distribution industry. *Human Resource Development Quarterly*, 14(4), 435-458.
- Empson, L. (2001). Knowledge management in professional service firms. *Human Relations*, 54 (7).
- Eschbach, C., & Volberda, H.W. (1999) De strategische rol van het middenkader, *Management & Organisatie*, 5.
- Europese Raad (2012). *Begeleidende nota conclusies van de Europese Raad 28/29 juni*. EUCO 76/12 (Brussel 29 juni 2012).
- Ezzamel, M., Lilley, S., & Willmott, H. (1996). The View from the Top: Senior Executives' Perceptions of Changing Management Practices in UK Companies1. *British Journal of Management*, 7(2), 155-168.

- Fiedler, F. E. (1972). The effects of leadership training and experience: A contingency model interpretation. *Administrative Science Quarterly*, 453-470.
- Fitzsimmons, J., & Fitzsimmons, M. (2013). *Service management: Operations, strategy, information technology*. McGraw-Hill Higher Education.
- Flanagan, J. C. (1954). The critical incident technique. *Psychological bulletin*, 51(4), 327.
- Fleishman, E. A. (1953). The description of supervisory behavior. *Journal of applied psychology*, 37(1).
- Fligstein, N.I & McAdam D. (2012). *A theory of fields*. New York: Oxford University Press.
- Flikkema, M. J., & Jansen, P. G. W. (2004). Dienstverleners innoveren anders. *Economisch Statistische Berichten*, 89 (4437), 317-319.
- Floyd, S.W., & Wooldridge, B. (1990). The strategy process, middle management involvement, and organizational performance. *Strategic management journal*, 11(3), 231-241.
- Floyd, S.W., & Wooldridge, B. (1994). Dinosaurs or dynamos? Recognizing middle management's strategic role. *Academy of Management Executive*, 8(4), 47-57.
- Floyd, S. W., & Wooldridge, B. (1996). *The strategic middle manager: How to create and sustain competitive advantage*. Jossey-Bass Publishers.
- Floyd, S.W., & Wooldridge, B. (1997). Middle management involvement in strategy and its association with strategy type: a research note. *Strategic Management Journal*, 13. 153-167.
- Freidson, E. (2001). *Professionalism, The Third Logic*. Blackwell Publishers.
- Fruytier, B.G.M. (1994). *Organisatieverandering en het probleem van de Baron van Münchhausen*. Delft: Eburon.
- Fuller, L., & Smith, V. (1991). Consumers' reports: management by customers in a changing economy. *Work, Employment and Society*, 5(1), 1-16.
- Gastelaars, M. (2006). *Excuses voor het ongemak. De vele gevolgen van klantgericht organiseren*. Amsterdam: Uitgeverij SWP.
- Gentry, W. A., Harris, L. S., Baker, B. A., & Brittain Leslie, J. (2008). Managerial skills: What has changed since the late 1980s. *Leadership & Organization Development Journal*, 29(2), 167-181.
- Gephart, R. P. (2004). Qualitative research and the Academy of Management Journal. *Academy of Management Journal*, 47(4), 454-462.
- Ghobadian, A., Speller, S., & Jones, M. (1994). Service quality: concepts and models. *International journal of quality & reliability management*, 11(9), 43-66.
- Gill, J., & Johnson, P. (2002). *Research methods for managers, third edition*, Sage Publications, paperback.
- Gioia, D.A., & Chittipeddi, K. (1991). Sensemaking and sensegiving in strategic change initiation. *Strategic management journal*, 12(6), 433 – 448.
- Glaser, B.G. (1992). *Basics of grounded theory analysis: Emergence vs forcing*. Mill Valley, ca: Sociology Press.
- Glaser, B.G., & Strauss A.L. (1967). *The Discovery of Grounded Theory: Strategies for Qualitative Research*. Chicago: Aldine Publishing Company.
- Glaser, L., Fourné, S. P., & Elfring, T. (2015). Achieving strategic renewal: The multi-level influences of top and middle managers' boundary-spanning. *Small Business Economics*, 45(2), 305-327.
- Glaser, L., Stam, W., & Takeuchi, R. (2016). Managing the risks of proactivity: A multilevel study of initiative and performance in the middle management context. *Academy of Management Journal*, 59(4), 1339-1360.
- Greenwood, R., & Suddaby, R. (2006). Professional Service Firms. *Research in The Sociology of Organizations* (24).
- Grint, K. (2005). *Leadership: Limits and Possibilities*. Basingstoke: Palgrave Macmillan.
- Gronn, P. (2002). Distributed leadership as a unit of analysis. *Leadership Quarterly*, 13, 423-451.
- Grove, S. J., & Fisk, R. P. (1997). The impact of other customers on service experiences: a critical incident examination of "getting along". *Journal of retailing*, 73(1), 63-85.
- Guba, Egon G., & Yvonna S. Lincoln (1989). *Fourth generation evaluation*. Newbury Park: Sage Publications.
- Guldborg, O. (2003). The competitiveness of business-related services and their contribution to the performance of European enterprises. *Presentation European Commission. Enterprise Directorate General*.
- Guth, W. D., & MacMillan, I. C. (1986). Strategy implementation versus middle management self-interest. *Strategic Management Journal*, 7(4), 313-327.

- Halpin, A. W., & Winer, B. J. (1957). A factorial study of the leader behavior descriptions. *Leader behavior: Its description and measurement*, 39-51.
- Hacking, I. (1999). *The Social Construction of What?* Cambridge: Harvard University Press.
- Han, Y., Wang, M., & Dong, L. (2014). Role conflict and the buffering effect of proactive personality among middle managers. *Social Behavior and Personality: an international journal*, 42(3), 473-486.
- Hamel, G., & Prahalad, C. K. (2013). *Competing for the Future*. Harvard Business Press.
- Hammer, M. (1985). Implications of behavioral and cognitive reciprocity in social network data. *Social networks*, 7(2), 189-201.
- Handy, C. (1995). Trust and the virtual organization. *Harvard Business Review*, May-June, 40-50
- Hanson, E. M. (1996). *Educational administration and organizational behavior*. Allyn & Bacon, A Simon & Schuster Company.
- Hardjono, T.W., & Bakker, R.J.M. (2001). *Management van processen, Identifieren, besturen, beheersen en vernieuwen*. Deventer: Kluwer.
- Hart, H.'t, Boeije, H., & Hox, J. (2006). *Onderzoeksmethoden*. Amsterdam: Boom Onderwijs
- Hartog, D.N. den., Muijen, J. J. van, & Koopman, P. L. (1994). Transactioneel versus transformationeel leiderschap: Een analyse van de MLQ in de Nederlandse situatie. *Gedrag en Organisatie*, 7, 155-166.
- Hartog, D.N. den, Koopman, P.L., & Muijen, J.J. van (1997). *Inspirerend leiderschap in organisaties*. Schoonhoven: Academic Service.
- Hartog, D.N. den, & Koopman, P. L. (2001). Leadership in organizations. In N. Anderson, D. S. Ones, H. Kepir-Sinangil, & C. Viswesvaran (Eds.), *International handbook of industrial, work & organizational psychology*, 2, London: Sage.
- Harvard Business Review (2006). *The art of middle management, Issue nov 2006* (1677-mag-eng).
- Hatch, M. J., & Schultz, M. (2004). *Organizational identity: A reader*. Oxford University Press.
- Have, S. ten, & Visser, C. (2004). Naar een productief veranderperspectief – van mislukking naar succes. *Holland Management Review*, 98, 32 – 47.
- Heintzman, R., & Marson, B. (2005). People, service and trust: is there a public sector service value chain?. *International Review of Administrative Sciences*, 71(4), 549-575.
- Hennig-Thurau, T. (2004). Customer orientation of service employees. Its impact on customer satisfaction, commitment and retention. *International Journal of Service Industry Management*, 15(5), 460-478.
- Heller, F. A., & Yukl, G. (1969). Participation, managerial decision-making, and situational variables. *Organizational Behavior and Human Performance*, 4(3), 227-241.
- Hemphill, J. K., & Coons, A. E. (1957). Development of the leader behavior description questionnaire. *Leader behavior: Its description and measurement*, 6, 38.
- Hersey, P., Blanchard, K. H., & Johnson, D. E. (1969). *Management of organizational behavior*. Englewood Cliffs, NJ: Prentice-Hall.
- Hersey, P., & Blanchard, K. H. (1981). So You Want to Know Your Leadership Style?. *Training and Development Journal*, 35(6), 34-54.
- Heskett, J. L., & Schlesinger, L. A. (1994). Putting the service-profit chain to work. *Harvard business review*, 72(2), 164-174.
- Heyden, M. L., Fourné, S. P., Koene, B. A., Werkman, R., & Ansari, S. S. (2017). Rethinking 'Top-Down' and 'Bottom-Up' Roles of Top and Middle Managers in Organizational Change: Implications for Employee Support. *Journal of Management Studies*, 54 (7), 961-985.
- Heyden, M. L., Oehmichen, J., Nichting, S., & Volberda, H. W. (2015). Board Background Heterogeneity and Exploration-Exploitation: The Role of the Institutionally Adopted Board Model. *Global Strategy Journal*, 5(2), 154-176.
- Heysse, T., Rummens, S., & Tinnevelt R. (2007). *Habermas, een inleiding op zijn filosofie van recht en politiek*. Kapellen: Pleckmans/Klement.
- Hoekstra, H.A., & Sluijs, E. van (2000). *Management van competenties, het realiseren van HRM*. Assen: GITP, Van Gorcum.
- Hoekstra, H. A., & Sluis, E. van (2003). *Managing competencies: Implementing human resource management*. GITP.

- Homans, G. C. (1958). Social behavior as exchange. *American journal of sociology*, 63(6), 597-606.
- Homan, T. (2005). *Organisatiedynamica: Theorie en praktijk van organisatieverandering* (4de), Den Haag, SDU uitgevers.
- Homan, T. (2013). *Het et-cetera principe: Een nieuw perspectief op organisatieverandering*. Den Haag: Academic Service.
- Horner, M. (1997). Leadership theory: past, present and future. *Team Performance Management: An International Journal*, 3(4), 270-287.
- House, R. J. (1971). A path goal theory of leader effectiveness. *Administrative science quarterly*, 321-339.
- House, R.J. (1977). A 1976 theory of charismatic leadership. In: J.G. Hunt & L.L. Larson (eds), *Leadership: the cutting edge*, 189-204. Carbondale (IL): Southern Illinois University Press.
- House, R.J., Spangler, W.D., & Woycke, J. (1991). Personality and charisma in the U.S. presidency: A psychological theory of leadership effectiveness. *Administrative Science Quarterly*, 36, 364-396.
- House, R.J., & Howell, J.M. (1992). Personality and Charismatic Leadership. *Leadership Quarterly*, 3(2): 81-108.
- House, R.J., & Aditya, R.N. (1997). The social scientific study of leadership: Quo vadis? *Journal of management*, 23 409-473.
- House, R.J., Hanges, P.J., Javidan, M., Dorfman, P.W., & Gupta, V. (Eds.) (2004). *Culture, Leadership and Organizations: the GLOBE Study of 62 societies*, vol. 1. Thousand Oaks: Sage.
- Hoving, W., & Bon, J. van (2012). *De ISM-Methode - Verleden, heden en toekomst van IT-servicemanagement*. Den Haag Academic Service.
- Huijgen, F. (2008). *Zeggenschap van werknemers in de spagaat*. Nijmegen: Radboud Universiteit.
- Humphrey, R. H., & Berthiaume, R. D. (1993). Job characteristics and biases in subordinates' appraisals of managers. *Basic and Applied Social Psychology*, 14(4), 401-420.
- Hunt, J. G. (1999). Transformational/charismatic leadership's transformation of the field: An historical essay. *The Leadership Quarterly*, 10(2), 129-144.
- Hunt, J. G., & Dodge, G. E. (2000). Leadership déjà vu all over again. *The Leadership Quarterly*, 11(4), 435-458.
- Hutchins, E. (1995). *Cognition in the Wild*. Cambridge, MA: MIT Press.
- Hutchinson, S. (2008). *The role of front line managers in bringing policies to life*. Bristol Business School.
- Huy, Q. N. (2001). In praise of middle managers. *Harvard business review*, 79(8), 72-9.
- Huy, Q. N. (2002). Emotional balancing of organizational continuity and radical change: The contribution of middle managers. *Administrative science quarterly*, 47(1), 31-69.
- Ives, Y. (2008). What is 'coaching'? An exploration of conflicting paradigms. *International Journal of Evidence Based Coaching and Mentoring*, 6(2), 100-113.
- Jackson, S.E., & Schuler, R.S. (1992). HRM practices in service-based organizations. A role-theory perspective. *Advances in Services Marketing and Management* (1), 123-157.
- Jacobs, T.O., & Jaques, E. (1987). Leadership in complex systems. In J. Zeidner (Ed.) *Human productivity enhancement: Organizations, personnel, and decision making*, vol. 2. New York: Praeger, 7-65.
- Janczak, S. M. (1999). *Knowledge integration: A new approach to the role of middle management*. Montreal: University of Montreal, Business Administration.
- Jansen, M.H.M., Jolink, J., Noorman, S., & Schoemaker, M.J.R. (2008). *De gedreven organisatie*. Deventer: Kluwer.
- Jansen, P.G.W. (2002). Competenties en constructen. Arbeids- en Organisationspsychologische wetenschap en de praktijk van competentie management. *Gedrag en Organisatie*, 15(1), 2-18.
- Jansen, P.G.W. (2003). *Organisatie en mensen. Inleiding in de bedrijfspsychologie voor economen en bedrijfskundigen* (4e druk). Baarn: Nelissen.
- Jansen, P. G. W., Dijkers, J., & Paauwe, J. (2010). Human resources management in juridische dienstverlening, *Organisatie van professional services*, Hoofdstuk 11, 293-310.
- Jensen, M.C., & Meckling, W.H. (1976). Theory of the firm: Managerial behavior, agency costs and ownership structure. *Journal of Financial Economics* (3), 305-360.
- Jermier, J.M., & Kerr, S. (1997). Substitutes for leadership: their meaning and measurement – contextual recollections and current observations. *Leadership Quarterly*, 8, 95–101.

- Jong, G.R.A. de (2007). The Dynamics of a Professional Services Firm: A Framework for Analysis. In: *Professional Services Firms*. Laren: Strategic Management Centre.
- Jong, G.R.A. de, & Waes, A.C.M. van (2007). Professional Services Firm Typology. In: *Professional Services Firms*, Laren: Strategic Management Centre.
- Jong, R. D. de, Voorendonk, R. H., Boogaarts, F. P., Le Blanc, P. M., Den Ouden, M. D., & Spuijbroek, P. A. (1996). De situationele leiderschapstheorie. Garantie voor effectiviteit, satisfactie en gezondheid? In: *Gedrag en organisatie*, 9 (5), 277-289.
- Joosen, B. P. M. (2015). *Bankwetgeving na de financiële crisis, is het genoeg?* (Oratiereeks). Amsterdam: Vossiuspers.
- Kaats, E. A. P., & Opheij, W. (2008). *Bestuurders zijn van betekenis: allianties en netwerken vanuit bestuurlijk perspectief*. Reed Business.
- Kahane, A. (2010). *Power and love*. Berrett-Koehler Publishers.
- Kampen, J. (2011). *Interventies in verwaarloosde organisaties: een exploratieve studie naar diagnose en herstel*. (Doctoral dissertation, Vrije Universiteit).
- Kanter, R. M. (2003). *Leadership for change: Enduring skills for change masters*. Harvard Business School.
- Kanter, R. M. (2004). The middle manager as innovator. *Harvard business review*, 82(7-8), 150-161.
- Karasek Jr, R. A. (1979). Job demands, job decision latitude, and mental strain: Implications for job redesign. *Administrative science quarterly*, 285-308.
- Karstanje, P., & Polder, K. J. (1999). *Taken en rollen van het middenmanagement: resultaten van onderzoek naar middenmanagement in het voortgezet onderwijs*. SCO-Kohnstamm Inst. van Opvoeding en Onderwijs van de Fac. der Pedagog. en Onderwijskundige Wetenschappen van de Univ..
- Katz, R. L. (1955). Skills of an effective administrator. *Harvard Business*, 33-42.
- Katz, D., & Kahn, R. L. (1978). *The social psychology of organizations* (Vol. 2). New York: Wiley.
- Katzenbach, J. R. (1998). *Teams at the top: Unleashing the potential of both teams and individual leaders*. Harvard Business Press.
- Katzenbach, J. R., & Smith, D. K. (1993). *The wisdom of teams: Creating the high-performance organization*. McKinsey & Company. Inc., New York, NY.
- Katzenbach, J. R., & Smith, D.K. (1997). *Het geheim van teams*. Scriptum: Schiedam.
- Kendra, K.A., & Taplin L.J. (2004). Change agent competencies for information technology project managers. *Consulting Psychology Journal: practice and research*, 56 (1), 20-34.
- Kerr, S., & Jermier, J. M. (1978). Substitutes for leadership: Their meaning and measurement. *Organizational behavior and human performance*, 22(3), 375-403.
- Kets de Vries, M.F.R. (2004). *Leiderschap ontraadseld: Een handleiding*. Amsterdam: Academic Service.
- Kettinger, W. J., Teng, J. T. C., & Guha, S. (1997). Business Process Change: A Study of Methodologies, Techniques, and Tools. *MIS Quarterly*, 21(1), 55 - 98.
- Keuning, D. (2000). *Organiseren & leiding geven*, Educatieve Partners Nederland bv, Houten.
- Kirkpatrick, S. A., & Locke, E. A. (1991). Leadership: do traits matter?. *The executive*, 5(2), 48-60.
- Klagge, J. (1998). The empowerment squeeze-views from the middle management position. *Journal of Management development*, 17(8), 548-558.
- Klemp Jr, G. O. (1980). *The Assessment of Occupational Competence. Final Report: I. Introduction and Overview*. Washington, DC.
- Kloosterman, P.P. (2011). *Expeditie naar waarde, strategie ontdekken met professionals*, Den Haag: Sdu.
- Kluijtmans, F. (2001). *Leerboek personeelsmanagement*, Wolters-Noordhoff bv Groningen/Houten.
- Knallenberg, T. (2007). Strategic innovation in HE: the roles of academic middle managers. *Tertiary Education and Management*, 13(1), 19-33.
- Knippenberg, D. van, Dahlander, L., Haas, M. R., & George, G. (2015). Information, Attention, and Decision Making. *Academy of Management Journal*, 58(3), 649-657.
- Kolodinsky, R.W. e.a. (2007). Political skill and influence effectiveness: Testing portions of an expended Ferris and Judge (1991) model. In: *Human Relations*, 60 (12), 1747-1777.
- Koningsveld, H. (1984). *Het verschijnsel wetenschap: een inleiding tot de wetenschapsfilosofie*. Meppel: Boom.

- Koningsveld, H., & Mertens, J. (1986). *Communicatief en strategisch handelen: inleiding tot de handelingstheorie van Habermas*. Dick Coutinho.
- Koontz, H., O'Donnell, C., & Wehrich, H. (1980). *Management*, McGraw-Hill International Book Company.
- Koopman, P.L., Flier, H. van der, & Thierry, Hk. (1992). Management van motivatie: diverse invalshoeken. In: *Hk. Thierry, P.L. Koopman & H. van der Flier (red.), Wat houdt mensen bezig? Recente ontwikkelingen rond motivatie en arbeid*. Utrecht: Lemma.
- Kotler, P. (1997). *Marketing management*, New Jersey: Prentice Hall International Editions.
- Kor, R., Wijnen, G., & Weggeman, M. (2007). *Meesterlijk organiseren*. Deventer: Kluwer.
- Kor, R. (2011). *Managen=Gewoon Doen: praktische ideeën voor de chef, manager, akela, teamleider, baas en projectmanager*. Deventer: Kluwer.
- Kotter, J. P. (1995). Leading change: Why transformation efforts fail. *Harvard Business Review*, 73(2), 59 – 67.
- Kox, H.L.M. (2002). *Growth challenges for the Dutch business services industry. International comparison and policy issues*. Den Haag: cpb.
- Kubr, M. (2002). *Management Consulting: A guide to the profession*. Geneva: International Labour Office.
- Kunneman, H. (1996). *Van theemutscultuur naar walkman-ego, contouren van postmoderne individualiteit*. Amsterdam/Meppel: Boom.
- Kwakman, F. (2007). *The PSF of the future*. Oratie Nyenrode Business Universiteit.
- Kwakman, F., & Burgers, J. (2005). *Professionals & Relatiemanagement, durven kiezen voor klanten die waarde creëren*. Den Haag: Academic Service.
- Kwakman, F., & Overduin, B. (2003). *Professionals en professionele ontwikkeling: over sturing en zelfsturing bij professionele groei*. Academic Service.
- Laeyendecker, L. (1981). *Orde, verandering, ongelijkheid: een inleiding tot de geschiedenis van de sociologie*. Meppel: Boom.
- Lancee, B., & Hond, F. den (2002). Roltypen op het moment van de waarheid. Een onderzoek naar de rolvulling van contactmedewerkers in de service encounter. *M&O*, 56, 21-42.
- Land, R. F. (2003). *De vierde managementcrisis. Innoveren naar vraaggestuurd management*. Schiedam: Scriptum.
- Landman, W. (2015). *Blauwe patronen: betekenisgeving in politiewerk*. Amsterdam: Boom Lemma uitgevers.
- Lankau, M. J., Carlson, D. S., & Nielson, T. R. (2006). The mediating influence of role stressors in the relationship between mentoring and job attitudes. *Journal of Vocational Behavior*, 68(2), 308-322.
- Leeuw, A.C.J. de (1990). *Een boekje over bedrijfskundige methodologie, management van onderzoek*. Assen/Maastricht: Van Gorcum.
- Leeflang, P.S.H., & Beukenkamp, E.A. (1987). *Probleemgebied marketing, een management-benadering*. Leiden/Antwerpen: Stenfert Kroese.
- Leenders, R. (2001). Het Servqual model. *SIGMA* (download from: http://www.zorgmarkt.net/files/downloads/KIP_F2.pdf).
- Legge, K. (1995). *Human resource management: Rhetorics and realities*. London: Macmillan Business.
- Leliveld, R., & Vink, M. J. (2001). *Succesvol invoeren van zelfsturende teams*. Nelissen.
- Lewin, K. (1951). *Field Theory in Social Science*. New York: Harper & Row.
- Likert, R. (1961). *New patterns of management*. New York: McGraw Hill.
- Likert, R. (1967). *The human organization: its management and values*. New York: McGraw Hill.
- Linstead, S., Fulop, L., & S. Lilley (Eds.) (2009). *Management & organisation: A critical text (2nd ed.)*. New York, NY: Palgrave Macmillan.
- Loon, N. van, & Noordegraaf, M. (2014). Professionals onder druk of professionele tegendruk?: Gebalanceerde motivatie voor de publieke zaak in professionele publieke dienstverlening. *B en M: tijdschrift voor beleid, politiek en maatschappij*, 41(3), 205.
- Lorsch, J.W., & Tierney, T.J. (2002). *Aligning the stars: How to success when professionals drive results*. Boston: Harvard Business School Press.
- Lovelock, C., & Wirtz, J. (2006). *Marketing of services, people, technology, strategy*. Upper Saddle River, NJ: Prentice-Hall.
- Lovelock, C., & Wright, L. (2007). *Services Marketing: People, Technology, Strategy* (6 ed.). Upper Saddle River, NJ: Prentice-Hall.

- Löwendahl, B.R. (2005). *Strategic Management of Professional Service Firms*. Copenhagen: Copenhagen Business School Press.
- Löwendahl, B.R., Revang, O., & Fosstenlökken, S.M. (2005). Knowledge and value creation in professional service firms: A framework for analysis. *Human relations*, 54 (7), 911-931.
- Luthans, F., & Lockwood, D. L. (1984). Toward an observation system for measuring leader behavior in natural settings. *Leaders and managers: International perspectives on managerial behavior and leadership*, 117, 141.
- Luthans, F., Rosenkrantz, S.A., & Hennessey, H.W. (1985). What do successful managers really do? An observation study of managerial activities. *Journal of Applied Behavioral Science*, 21(255).
- Luthans, F. (1988). Successful vs. effective real managers. *The Academy of management Executive*, 2(2), 127-132.
- Luyendijk, J. (2015). *Dit kan niet waar zijn: onder bankiers*. Atlas Contact.
- Maas, A.J.J.A. (2004). *Op weg naar professionalisering, spiegel voor interimmanagers*. Assen: Koninklijke Van Gorcum.
- Maas, C., Eijffinger S., Goorbergh W. van de, Swaan T. de, & Weitjens J. (2009). *Naar herstel van vertrouwen*. Amsterdam: Nederlandse Vereniging van Banken.
- Maister, D.H. (1993). *Managing the professional service firm*. New York: Free Press.
- Mantere, S. (2008) Role expectations and middle managers' strategic agency. *Journal of Management Studies*, 45(2).
- Manz, C.C., & Sims Jr, H.P. (1993). Self-management as a substitute for leadership: a social learning perspective. *Academy of Management Review*, 5, 361-367.
- Manz, C. C., & Sims Jr, H. P. (1993). *Business without bosses. Business without bosses: How self-managing teams are building high-performance companies*. New York: Wiley.
- Mars, A. (2010). *Jongleren met loyaliteiten. Het veelzijdige krachtenveld van de middenmanager*. Nederland, Assen: Gorcum.
- Maso I., & Smaling A. (2004). *Kwalitatief onderzoek: praktijk en theorie*. Amsterdam: Boom.
- Maurer, T. J., & Lord, R. G. (1991). An exploration of cognitive demands in group interaction as a moderator of information processing variables in perceptions of leadership. *Journal of Applied Social Psychology*, 21(10), 821-839.
- Maxwell J.A. (2012). *Qualitative Research Design. An Interactive Approach*. Sage Publications.
- Mayo, E. (1930). Changing methods in industry. *Personnel journal*.
- McCann, L., Morris, J., & Hassard, J. (2008). Normalized intensity: The new labour process of middle management. *Journal of Management Studies*, 45(2), 343-371.
- McClelland, D. C. (1973). Testing for competence rather than for "intelligence". *American psychologist*, 28(1).
- McClelland, D. C. (1987). *Human motivation*. CUP Archive.
- McClelland, D.C., & Boyatzis, R.E. (1982). Leadership motive pattern and long term success in management. *Journal of Applied Psychology*, 67, 737-743.
- McClelland, D.C., & Burnham, D.H. (1976). Power is the great motivator. *Harvard Business Review*, 54, 100-110, 159-166.
- McClelland, D.C., & Burnham, D.H. (2003). Power is the great motivator. *Harvard Business Review*, January, 117-126.
- McClelland, D.C., Koestner, R., & Weinberger, J. (1989). How do self-attributed and implicit motives differ? *Psychological Review*, 96, 690-702.
- McGrath, J. E., & Johnson, B. A. (2003). Methodology makes meaning: How both qualitative and quantitative paradigms shape evidence and its interpretation. In: P. M. Camic, J. E. Rhodes, & L. Yardley (Eds.), *Qualitative research in psychology: Expanding perspectives in methodology and design* (31-48).
- McKinney, R., McMahon, M., & Walsh, P. (2013). *Danger in the middle: Why midlevel managers aren't ready to lead*. Harvard Business School Publishing.
- Meindl, J. R. (1990). On leadership-an alternative to the conventional wisdom. *Research in organizational behavior*, 12, 159-203.
- Menor, L. J., Tatikonda, M. H., & Sampson, S. E. (2002). New Service Development: areas for exploitation and exploration. *Journal of Operations Management*, 20, 135-137.

- Miles, M. B., Huberman A.M., & Saldaña J. (2014). *Qualitative Data Analysis. (Edition 3)*. Thousand Oaks: Sage.
- Miles, R., & Snow, C.C. (1984). Designing strategic human resource systems. *Organizational Dynamics* (13), 36-52.
- Miner, J.B. (1977). *Motivation to manage: A ten-year update on the "studies in management education" research*. Atlanta: Organizational Measurement Systems Press.
- Misumi, J., & Peterson, M. F. (1985). The behavioral science of leadership: An interdisciplinary Japanese research program. *The University of Michigan Press*.
- Mintzberg, H. (1973). *The nature of managerial work*. London: Harper Collins.
- Mintzberg, H. (2004). *Managers, maar dan echte*. Schiedam: Scriptum.
- Mintzberg, H. (2006) Management education as if both matter. *Management Learning*. 37 (4): 419-428.
- Moen, J., Ansems, P., Hanse, J., & Vintges, M. (2000). *Leiden of lijden? Het handelingsrepertoire van de manager*. Tilburg: Koninklijke Van Gorcum.
- Moeskops, O. G. M. (2004). Terugkerende patronen in vastgelopen veranderingsprocessen. *M&O Tijdschrift voor Management en Organisatie*, 3, 26-49.
- Möller, G. (2012). *Waardenloos*. Barnyard Publishers.
- Mollick, E. (2012). People and process, suits and innovators: The role of individuals in firm performance. *Strategic Management Journal*, 33(9), 1001-1015.
- Morris, T. (1998). Evaluating strategic fit in professional service firms. *Human Resource Management Journal* (8), 76-87.
- Muijen, J. van (2003). *Leiderschapontwikkeling: het hanteren van paradoxen*. Nyenrode publicatie.
- Mulder, M. (2004). *De logica van de macht*. Scriptum.
- Mumford, M. D., & Connelly, M. S. (1992). Leaders as creators: Leader performance and problem solving in ill-defined domains. *The Leadership Quarterly*, 2(4), 289-315.
- Mumford, M. D., Marks, M. A., Connelly, M. S., Zaccaro, S. J., & Reiter-Palmon, R. (2000). Development of leadership skills: Experience and timing. *The Leadership Quarterly*, 11(1), 87-114.
- Muntslag, D.R. (2001). *De kunst van het implementeren*. Oratie UT Enschede.
- Murray, K., & Schlacter, J. (1990). The Impact of Services versus Goods on Consumers' Assessment of Perceived Risk and Variability. *Journal of the Academy of Marketing Science*, 18(1), 51-65.
- Nelson, E. C., Batalden, P. B., Huber, T. P., Mohr, J. J., Godfrey, M. M., Headrick, L. A., & Wasson, J. H. (2002). Microsystems in health care: Part 1. Learning from high-performing front-line clinical units. *The Joint Commission journal on quality improvement*, 28(9), 472-493.
- Nelson, R.R., & Winter, S.G. (1982). *An Evolutionary Theory of Economic Change*. Cambridge ma: Harvard University Press.
- Neuman, L. W. (2002). *Social research methods: Qualitative and quantitative approaches*. Boston: Allyn & Bacon.
- Neuman, J.E., James, K.T., & Vince, R. (2012). *Leading change from the middle: challenges for middle managers as internal change agents*. Paper presented AOM Boston 2012.
- Nielsen, M.F. (2009). Interpretative management in business meetings. *Journal of Business Communication*, 46(1), 23 - 56.
- Nive (1989). Het (midden)kader in historisch perspectief, *Nive, Themanummer* 113.
- Nive (1989). Informatie uit de vakliteratuur over het (midden)kader: positie, functioneren en training, *Nive, Literatuuroverzicht 1989*.
- Nonaka, I. (1994). A dynamic theory of organizational knowledge creation. *Organization science*, 5(1), 14-37.
- Nonaka, I. (1998). Toward middle-up-down management: accelerating information creation. *Sloan Management Review*: spring 1998.
- Northouse, P.G. (1997). *Leadership: Theory and practice, derde druk*. Thousand Oakes, California, Sage Publications.
- Northouse, P.G. (2004). *Leadership, Theory and Practice*. Western Michigan University: Sage Publications.
- Nutt, P.C. (1998). Leverage, resistance and the success of implementation approaches. *Journal of Management Studies*, 35(2), 213-240.
- Nutt, P.C. (2008). Investigating the success of decision making processes. *Journal of Management Studies*, 45(2), 425-455.

- O'Connell, M. S., Doverspike, D., & Cober, A. B. (2002). Leadership and semiautonomous work team performance: A field study. *Group & Organization Management*, 27(1), 50-65.
- O'Driscoll, M. P., Humphries, M., & Larsen, H. H. (1991). Managerial activities, competence and effectiveness: Manager and subordinate perceptions. *International Journal of Human Resource Management*, 2(3), 313-326.
- Oost, H., & Markenhof, A. (2009). *Een onderzoek voorbereiden*. HBUitgevers.
- Organ, D. W., & Ryan, K. (1995). A meta-analytic review of attitudinal and dispositional predictors of organizational citizenship behavior. *Personnel psychology*, 48(4), 775-802.
- Osborn, R.N., & Hunt, J.G. (2007). Leadership and the choice of order: complexity and hierarchical perspectives near the edge of chaos. *Leadership Quarterly*, 18, 319-340.
- Osterman, P. (2008). *The truth about middle managers. Who they are, how they work, why they matter*. Boston: Harvard Business Press.
- Otterlo, R. van (2008). *There once was a world: De professionalisering van de balie in de moderne tijd*. Amsterdam University Press.
- Otterlo, R. van, Dijk, H. van, & Jong, G. R. A. de (2010). Managing and controlling quality in professional services firms. *Professional services firms*, 253-273.
- Paauwe, J. (2004). *HRM and performance*. Oxford University Press.
- Parasuraman, A., Zeithaml, V.A., & Berry, L.L. (1988). SERVQUAL: A multiple-item scale for measuring consumer perceptions of service quality. *Journal of retailing*, 64, 12-40.
- Parreren, C.F. van (1983). *Ontwikkeld onderwijs*. Apeldoorn: Walraven.
- Patton, M.Q. (2002). *Qualitative research and evaluation methods*. Thousand Oaks: Sage Publications
- Patton, M.Q. (2008). *Utilization-focused evaluation (4th ed.)*. Los Angeles/London: Sage.
- Pencheon, D., & Koh, Y. M. (2000). Leadership and motivation. *BMJ (Clinical research ed.)*, 321(7256).
- Perkins, N. (1993). Person-plus: a distributed view of thinking and learning. In: *Salomon, G. (ed.), Distributed Cognitions: Psychological and Educational Considerations*. Cambridge UK: Cambridge University Press, 88-110.
- Peppers, D., & Rogers, M. (2000). *One to one manager*. Deventer: Samson.
- Peters, J., & Pouw, J. (2005). *De intensieve menshouderij*. Schiedam: Scriptum.
- Peters, T. (1997). *Het einde van de hiërarchie*. Uitgeverij Contact, Amsterdam -Antwerpen.
- Peverelli, R., & Feniks, R. de (2011). In hogere versnelling naar klantbelang, *Het Financieele Dagblad*, september 2011.
- Pine, B.J. (1999). *Mass customization*. Boston, MA: Harvard Business School Press
- Plochg, T., & Zwieten, M. C. B. van (2007). Kwalitatief onderzoek. In: *T. Plochg, M van Zwieten (Red.). Handboek gezondheidszorgonderzoek*, 77-93.
- Podsakoff, P. M., Todor, W. M., & Skov, R. (1982). Effects of leader contingent and noncontingent reward and punishment behaviors on subordinate performance and satisfaction. *Academy of management journal*, 25(4), 810-821.
- Popper, M., & Lipshitz, R. (1992). Coaching on leadership. *Leadership & Organization Development Journal*, 13(7), 15-18.
- Porter, M. (1992). *Concurrentievoordeel*. Amsterdam/Antwerpen: Business Contact.
- Porter, L. W., & McLaughlin, G. B. (2006). Leadership and the organizational context: like the weather?. *The Leadership Quarterly*, 17(6), 559-576.
- Powell, L. (2001). It all goes wrong in the middle: A reassessment of the influence of college structures on middle managers. In: *C. Horsfall (eds). Leadership Issues: Raising Achievement*. London: Learning and Skills Development Agency 27-32.
- Pratt, M. G. (2009). From the editors: For the lack of a boilerplate: Tips on writing up (and reviewing) qualitative research. *Academy of management journal*, 52(5), 856-862.
- Quinn, R. E. (1997). *Handboek managementvaardigheden*. Schoonhoven: Academic Service
- Quinn, R.E. (2004). *De brug bouwen terwijl je erover loopt*. Den Haag: Academic Service.
- Quinn, R. E., & Rohrbaugh, J. (1983). A spatial model of effectiveness criteria: Towards a competing values approach to organizational analysis. *Management science*, 29(3), 363-377.

- Raes, A. M., Heijltjes, M. G., Glunk, U., & Roe, R. A. (2011). The interface of the top management team and middle managers: A process model. *Academy of Management Review*, 36(1), 102-126.
- Rafferty, A. E., & Griffin, M. A. (2004). Dimensions of transformational leadership: Conceptual and empirical extensions. *The leadership quarterly*, 15(3), 329-354.
- Rainey, H. G., & Watson, S. A. (1996). Transformational leadership and middle management: towards a role for mere mortals. *International Journal of Public Administration*, 19 (6), 763-800.
- Redman, T., Wilkinson, A., & Snape, E. (1997). Stuck in the middle? Managers in building societies. *Work Employment Society*, 11 (1), 101-114.
- Reitsma, E. W. (2014). *Adviseurs aan de slag: Over professioneel handelen in het organisatieadvieswerk*. Amsterdam: VU University Press.
- Redshaw, B. (2000). Do we really understand coaching? How can we make it work better?. *Industrial and Commercial training*, 32(3), 106-109.
- Richards, K. A., & Jones, E. (2008). Customer relationship management: Finding value drivers. *Industrial marketing management*, 37(2), 120-130.
- Riege, A., & Zulpo, M. (2007). Knowledge transfer process cycle: Between factory floor and middle management. *Australian Journal of Management*, 32(2), 293-314.
- Ritchie, J., & Lewis, J. (2003). *Qualitative research practice. A guide for social science students and researchers*. England: London.
- Rittel, H. W., & Webber, M. M. (1973). Dilemmas in a general theory of planning. *Policy sciences*, 4(2), 155-169.
- Ritzen, H. (2007). *Rollen en taakgebieden van de eigentijdse middenmanager. De middenmanager: spel in de organisatie*. Nederland, Soest: Uitgeverij Nelissen.
- Robson, C. (2002). *Real World Research: A Resource for Social Scientists and Practitioner-Researchers (Second ed.)*. Oxford, UK: Wiley-Blackwell.
- Roobeek, A. J. M. (1994). Strategisch management van onderop; openheid in strategische besluitvorming mobiliseert de creativiteit. In: *Ecocratie, op weg naar waardevol Op-organiseren, Van Arkel, Utrecht, 1994*.
- Rooij, J. de, & Vink, R. (2009). *Commitment van middenmanagers, onderzoek naar middenmanagers in het vo en mbo*. Tilburg, IVA Tilburg.
- Rozenendaal, A. (2008). *Contextueel leiderschap; Diagnose en ontwikkeling met behulp van de Refentiemethode*. Van Gorcum, Assen.
- Rouleau, L. (2005). Micro-practices of strategic sensemaking and sensegiving: how middle managers interpret and sell change every day. *Journal of Management Studies*. 42(7), 1413 – 1441.
- Ruijters, M. (2006). *Liefde voor leren: over diversiteit van leren en ontwikkelen in en van organisaties*. Deventer: Kluwer.
- Salomon, G. (1993). *Distributed Cognition: Psychological and Educational Considerations*. New York: Cambridge University Press.
- Sandberg, J., & Alvesson, M. (2011). Ways of constructing research questions: gap-spotting or problematization?. *Organization*, 18(1), 23-44.
- Saunders, M., Lewis, P., & Thornhill, A. (2004). *Methoden en technieken van onderzoek*. Pearson Education.
- Saunders, M., Lewis, P., Thornhill, A., & Wang, C. L. (2009). *Analysing quantitative data. Research Methods for Business Students*. Prentice Hall, UK.
- Saunders, M., Lewis, P., Thornhill, A., Booi, M., & Verckens, J. P. (2011). *Methoden en technieken van onderzoek*. Pearson Education.
- Schaafsma, H. (1997). A networking model of change for middle managers. *Leadership & Organization Development Journal*, 18(1), 41-49.
- Schaufeli, W.B., & Dijkstra, P. (2010). *Bevlogen aan het werk*. Uitgeverij Thema.
- Schaufeli, W.B. (1981). Handelingstheorie en hulpverlening [Action theory and psychotherapy]. In: *H. Boutellier & L. Wouda (Eds.), Progressieve ontwikkelingen in de psychologie (67-79)*. Amsterdam: SUA.
- Schoemaker, M.J.R (1998). *Organiseren van werk en contractrelaties*. Deventer: Kluwer BedrijfsInformatie.
- Schoemaker, M.J.R. (2003). *De metamorfose van werkgemeenschappen*. Nijmegen: oratie University of Nijmegen.

- Schoemaker, M.J.R. (2003). Identity in flexible organizations: Experiences in Dutch organizations, *Creativity and Innovation management*, 4(12), 191-201.
- Schoemaker, M., Nijhof, A., & Jonker, J. (2006). Human value management, the influence of the contemporary developments of CSR and social capital on HRM, *Management Revue* 4 (17), 448- 465
- Schulling, G. J., & Thierry, E. M. (2013). Leiderschapsontwikkeling bij zelfsturing. *Opleiding & Ontwikkeling*, 6, 12-18.
- Schulling, G., & Vermaak, H. (2016). Four contexts of 'action research': Crossing boundaries for productive interplay. In: *Academy of Management Annual Conference 2016*.
- Schreuder, W. (2011). *Meesterlijk middenmanagement*. Nederland, Zaandam: Fifty-Fifty.
- Schuyt, C.J.M (1983). *Filosofie van de sociale wetenschappen*. Leiden: Martinus Nijhoff.
- Schwartz, B. (2005). *The paradox of choice*, New York: HarperCollins.
- Scott, J., & Marshall, G. (Eds.). (2009). *A dictionary of sociology*. Oxford University Press, USA.
- Senge, P., Kleiner, A., Roberts, C., Ross, R., Roth, G., & Smith, B. (1999). *The dance of change*. New York: Doubleday.
- Searle, J.R. (1996). *The Construction of Social Reality*. New York: Free Press.
- SER; Commissie Opvoering Productiviteit (1979). *Middenkader onder druk*. Van Gorcum & Comp. bv, Assen.
- Shi, W., Markoczy, L., & Dess, G. G. (2009). The role of middle management in the strategy process: Group affiliation, structural holes, and tertius iungens. *Journal of management*, 35(6), 1453-1480.
- Silvestro, R., Fitzgerald, L., Johnston, R., & Voss, C. (1992). Towards a classification of service processes. *International journal of service industry management*, 3(3), 62-75.
- Simon, H. A. (1960). The new science of management decision. *The Ford distinguished lectures: Vol. 3*.
- Sitter, L.U. de, Hertog, J.F. den, & Eijnatten, F.M. van (1990). *Simple organizations, complex jobs: the Dutch sociotechnical approach*. Paper gepresenteerd op de annual conference of the American Academy of Management. San Francisco, 12-15 augustus, 1990.
- Smaling, A. (2009). Generaliseerbaarheid in kwalitatief onderzoek. *Kwalon*, 3 (2).
- Smid, G., Hout, E. T. van, & Burger, Y. D. (2005). Leiding bij organisatieverandering. Regels voor succesvol opdrachtgeverschap bij interim-management. *M & O: Tijdschrift voor Management en Organisatie*, 3(59), 26-41.
- Smit, J. (2009). *De prooi*. Prometheus.
- Smit, M., & Verdonshot, S. (Eds.). (2010). *Praktijkonderzoek: Motor voor verandering in organisaties*. Springer Science & Business Media.
- Smith, C. A., Organ, D. W., & Near, J. P. (1983). Organizational citizenship behavior: Its nature and antecedents. *Journal of Applied Psychology*, 68, 653-663.
- Smith, W. (2014). Dynamic decision making: a model of senior leaders managing strategic paradoxes. *Academy of Management Journal*, 57 (6), 1592-1623
- Sonnerville, H. K. J. M. de (2005). *Retorische aspecten van professionaliseren: Een zoektocht naar beroepsvorming bij organisatieadviseurs*. Academisch proefschrift. Amsterdam: Vrije Universiteit.
- Spisak, B. R., O'Brien, M. J., Nicholson, N., & van Vugt, M. (2015). Niche construction and the evolution of leadership. *Academy of Management Review*, 40(2), 291-306.
- Spreitzer, G. M. (1995). Psychological empowerment in the workplace: Dimensions, measurement, and validation. *Academy of management Journal*, 38(5), 1442-1465.
- Stacey, R. D. (2007). *Strategic management and organisational dynamics: The challenge of complexity to ways of thinking about organisations*. Pearson education.
- Stake, R.E. (1995). *The art of case study research*. Thousand Oaks/London/New Delhi: Sage.
- Staveren, I. van, & Tilburg, R. van (2014). Klantbelang centraal bij medewerker maar niet in bankcultuur, *ESB* 99 (4697), 696-699.
- Stewart, G.L., & Manz, C.C. (1995). Leadership for Self-managing Work Teams: A Typology and Integrative Model. *Human Relations*, 48(7), 747-770
- Stober, D. R., & Grant, A. M. (2006). *Toward a contextual approach to coaching models. Evidence-Based Coaching Handbook*. New York: John Wiley & Sons.
- Stogdill, R. M., Goode, O. S., & Day, D. R. (1962). New leader behavior description subscales. *The Journal of Psychology*, 54(2), 259-269.

- Stoker, J.I. (2003) *Grip op leiderschap. Toegankelijke modellen en praktische inzichten*. Nederland, Deventer: Kluwer.
- Stoker, J.I. (2005). *Leiderschap verandert*. Rede uitgesproken bij de aanvaarding van het ambt van bijzonder hoogleraar leiderschap en organisatieverandering aan de Rijksuniversiteit Groningen. Assen, Koninklijke van Gorcum.
- Stoker, J. I. (2006). Leading middle management: consequences of organisational changes for tasks and behaviours of middle managers. *Journal of general management*, 32(1), 31.
- Stoker, J.I. (2015). *Is het middenkader nog steeds onmisbaar?* Gepubliceerd in: *Een rijke historie met toekomst: Voortbouwen op 50 jaar Stichting Management Studies*, 53-57, Koninklijke Van Gorcum, Assen.
- Stoker, J.I., & Korte, A.W. de (2001). *Het onmisbare middenkader*, Koninklijke Van Gorcum, Assen.
- Stoker, J. I., Looise, J. C., Fisscher, O. A. M., & Jong, R. D. (2001). Leadership and innovation: relations between leadership, individual characteristics and the functioning of R&D teams. *International Journal of Human Resource Management*, 12(7), 1141-1151.
- Stork, P.A. (2011). *Naar beter risicomangement bij Nederlandse banken*. White Paper voor Monitoring Commissie Code Banken, Juni 2011.
- Straathof, A. (2012). *Cultuurverandering: een competentie voor Amsterdamse managers en professionals*. Lectorale Rede uitgesproken op 13 november 2012 aan de Hogeschool van Amsterdam.
- Strauss, A.L. (1987). *Qualitative Analysis for Social Scientists*. Cambridge University Press.
- Strauss, A.L., & Corbin, J. (1990). *Basics of qualitative research. Techniques and procedures for developing grounded theory*. London: Sage Publications.
- Strikwerda, J. (2005). Marginalisering van change management. *Holland Management Review*, 22(101), 17-31.
- Stumpf, S.A., Doh, J.P., & Clark, K.D. (2002). Challenges and opportunities for improving performance. *Organizational Dynamics*. 31 (3), 259-279.
- Swanborn, P. G. (1987). *Methoden van sociaal-wetenschappelijk onderzoek*. Boom Koninklijke Uitgevers.
- Tan, K.C., & T.A. Pawitra (2001). Integrating SERVQUAL and Kano's model into QFD for service excellence development. *Managing Service Quality*, 11, 418-430.
- Tannenbaum, R., & Schmidt, W.H. (1958), How to choose a leadership pattern, *Harvard Business Review*, 36(2), 95-102.
- Taylor, J. C., & Bowers, D. G. (1972). *Survey of organizations: A machine-scored standardized questionnaire instrument*. Oxford, England: U. Michigan.
- Tettero, J. H. J. P., & Viehoff, J. H. R. M. (1994). *Marketing voor dienstverlenende organisaties: beleid en uitvoering*. Deventer: Kluwer.
- Tideman, S. G., Arts, M. C., & Zandee, D. P. (2013). Sustainable leadership. *Journal of Corporate Citizenship*, 49(6), 17-33.
- Thomas, D. C. (2006). Domain and development of cultural intelligence: The importance of mindfulness. *Group & Organization Management*, 31(1), 78-99.
- Thomas, K. W. (1992). Conflict and conflict management: Reflections and update. *Journal of organizational behavior*, 13(3), 265-274.
- Thomas, J.B., Clark, S.M., & Gioia, D.A. (1993). Strategic sensemaking and organizational performance: linkages among scanning, interpretation, action and outcomes. *Academy of management journal*, 36(2), 239 – 270.
- Thompson, J. D., & McEwen, W. J. (1958). Organizational goals and environment: Goal-setting as an interaction process. *American Sociological Review*, 23(1), 23-31.
- Thornton, G.C. (1980). Psychometric properties of self-appraisals of job performance. *Personnel Psychology*, 33(2), 263-271.
- Thyer, G. L. (2003). Dare to be different: transformational leadership may hold the key to reducing the nursing shortage. *Journal of Nursing Management*, 11, 73-79.
- Tims, M., Bakker, A. B., & Derks, D. (2012). Development and validation of the job crafting scale. *Journal of Vocational Behavior*, 80(1), 173-186.
- Treacy, M., & F.D. Wiersema (1995). *The discipline of market leaders: choose your customers, narrow your focus, dominate your market*. London: HarperCollins.
- Tuckman, B. W. (1965). Developmental sequence in small groups. *Psychological bulletin*, 63(6), 384.

- Uhl-Bien, M., Marion, R., & McKelvey, B. (2007). Complexity leadership theory: Shifting leadership from the industrial age to the knowledge era. *The leadership quarterly*, 18(4), 298-318.
- UWV (2014). *Financiële dienstverlening Sectorbeschrijving* (sectorrapport).
- Valentino, C. L., & Brunelle, F. W. (2004). The role of middle managers in the transmission and integration of organizational culture. *Journal of healthcare management*, 49(6), 393.
- Velde, M. E. van der, Jansen, P.G.W., & Vinkenburg, C. J. (1999). Managerial activities among top and middle managers: self versus other perceptions. *Journal of Applied Management Studies*, 8(2), 161.
- Ven, A. H. van de, & Poole, M. S. (1995). Explaining development and change in organizations. *Academy of management review*, 20(3), 510-540.
- Vennix, J. (2001). *Onderzoeks-en interventiemethodologie: een beknopte inleiding*, reader from the Nijmegen School of Management. *Radboud University Nijmegen*.
- Verhoef, P. C. (2012). Klant Centraal in de Bankensector. Retrieved October, 3, 2012.
- Verhoeven, W. F. J. (1991). *Managen zonder hiërarchie: naar een nieuw organisatieparadigma*. Nelissen.
- Verhoeven, W., & Verhage, H. (2003). *Coachen en leerprocessen. Leren zonder de les te leren*. Associatie voor Coaching, Aarle-Rixtel.
- Verma, R. (2000). An empirical analysis of management challenges in service factories, service shops, mass services and professional services. *International journal of service industry management*, 11(1), 8-25.
- Vermaak, H. (2003). Betekenis geven aan een diagnose met een causaal diagram; Een analytisch hulpmiddel voor de meest intuïtieve taak van veranderaars. *Handboek voor Organisatie Instrumenten*, 1-28.
- Vermaak, H. (2006). Interactief werken met causale diagrammen. Leren omgaan met keuzes en paradoxen in de procesvoering. *M&O* 60 (3/4), 182-199.
- Vermaak, H. (2009). *Plezier beleven aan taaiere vraagstukken*. Deventer: Kluwer.
- Vermaak, H., & Caluwé L. de (2015, January). Creating a Colorful Model of Change: A Case study of Theory Development. In: *Academy of Management Proceedings (2015, 1, 13481)*. Academy of Management.
- Verschure, K., & Vries, G. de (2000). Invoeren van integraal management; lastig en onontkoombaar. *ZM Magazine*, 6, 16-21.
- Verschuren, P.J.M. (1986). *De probleemstelling voor een onderzoek*. Utrecht: Het spectrum.
- Verschuren, P., & Doorewaard, H. (2000). *Het ontwerpen van een onderzoek*. Lemma; Utrecht.
- Vinkenburg, C. J., Jansen, P.G.W., & Koopman, P. L. (2000). Differences in managerial behaviour and effectiveness. *Women in management*, 120-137.
- Vinkenburg, C.J., & Jansen, P.G.W. (2007). *Managerial careers in the arena* (Paper presented at the 2007 Academy of Management Meeting). Philadelphia.
- Vliet, M. van (2010). *Invoering van zelfsturende teams: Een onderzoek naar de competenties van de leidinggevende*. Open Universiteit Nederland.
- Vries, R. E. de, Roe, R. A., & Taillieu, T. C. (2002). Need for leadership as a moderator of the relationships between leadership and individual outcomes. *The Leadership Quarterly*, 13(2), 121-137.
- Vries jr., W. de, & Helsdingen, P.J.C. van (2005). *Dienstenmarketingmanagement*. Groningen: Wolters-Noordhoff.
- Vroom, V. H., & Jago, A. G. (1988). *The new leadership: Managing participation in organizations*. Prentice-Hall, Inc.
- Vroom, V. H., & Yetton, P. W. (1973). *Leadership and decision-making* (Vol. 110). University of Pittsburgh Pre.
- Waal, V.A.M. de (2014). *De vooruitgeschoven middenvelder. De innovatiekracht van middenmanagers van welzijnsorganisaties met het oog op actief burgerschap*. Utrecht: (proefschrift-eigen uitgave).
- Walker, A.G., & Smither, J.W. (1999). A five-year study of upward feedback: what managers do with the results matters. *Personnel Psychology*, 52 (2), 393-423.
- Wanrooy, M.J. (2001). *Leidinggeven tussen professionals*. Schiedam: Scriptum.
- Wanrooy, M.J. (2007). *Veel kapiteins op een schip, bestuurlijke inrichting van professional service firms*. Proefschrift Vrije Universiteit Amsterdam.
- Weber, M. (1978). *Economy and society: An outline of interpretive sociology* (Vol. 1). Univ of California Press.
- Weick, K. E. (1995). *Sensemaking in organizations* (Vol. 3). Sage.
- Weick, K. E. (2000). Emergent change as a universal in organizations. *Breaking the code of change*, 223-241.

- Weick, K.E. (2001). *Making Sense of the Organisation*. Blackwell Publishers
- Weick, K. E., & Quinn, R. E. (1999). Organizational change and development. *Annual review of psychology*, 50(1), 361-386.
- Weick, K.E., & Roberts, K.H. (1993). Collective mind in organizations: heedful interrelating on flight decks. *Administrative Science Quarterly*, 38, 357-381.
- Weick, K. E., Sutcliffe, K. M., & Obstfeld, D. (2005). Organizing and the process of sensemaking. *Organization science*, 16(4), 409-421.
- Weide, J. van der, & Wilderom, C.P.M. (2004). Deromancing leadership: what are the behaviours of highly effective middle managers?. *International Journal of Management Practice*, 1(1), 3-20.
- Weide, J. van der, & Wilderom, C. P. M. (2006). Gedrag van effectieve middenmanagers in grote Nederlandse organisaties. *Management en Organisatie*, 60(5), 35-54.
- Weggeman, M. (2004). *Leidinggeven aan professionals: Het verzilveren van creativiteit*. Deventer: Kluwer.
- Wenger, E. (1998). *Communities of practice. Learning, meaning and identity*. New York: Cambridge University Press.
- Werkman, R.A., Boonstra J.J., & Elving, W. (2005). Complexiteit en weerbaarheid in veranderprocessen. *Management en Organisatie*, 5, 5- 25
- Wester, F. (1995). *Strategieën voor kwalitatief onderzoek*. Bussum: Coutinho, derde druk.
- Western, S. (2008). *Leadership: A Critical Text*. Londen: SAGE Publications Ltd.
- Westley, F. R. (1990). Middle managers and strategy: Microdynamics of inclusion. *Strategic Management Journal*, 11(5), 337-351.
- Whetten, D. A., & Godfrey, P. C. (Eds.). (1998). *Identity in organizations: Building theory through conversations*. Sage.
- Wierdsma, A. F. M., & Swieringa, J. (2003). *Lerend organiseren: als meer van hetzelfde niet helpt*. Wolters-Noordhoff.
- Williams, L. J., & Anderson, S. E. (1991). Job satisfaction and organizational commitment as predictors of organizational citizenship and in-role behaviors. *Journal of Management*, 17, 601-617.
- Wilson, J.Q. (1989). *Bureaucracy. What government agencies do and why they do it*. New York: Basic Books.
- Wilson A., Lenssen G., & Hind P. (2006). *Leadership qualities and management competencies for corporate responsibility*; A Research Report for the European Academy of Business in Society, July; Ashridge Berkhamsted (UK).
- Winter, D. G. (1991). A motivational model of leadership: Predicting long-term management success from TAT measures of power motivation and responsibility. *The Leadership Quarterly*, 2(2), 67-80.
- Winterton, J., Delamare-Le Deist, F., & Stringfellow, E. (2006). *Typology of knowledge, skills and competences: clarification of the concept and prototype*. Luxembourg: Office for Official Publications of the European Communities.
- Witte, M. C. de, Jonker, J., & Vink, M. J. (2012). *Essenties van verandermanagement: laveren tussen dilemma's in de praktijk*. Deventer: Kluwer.
- Wright, C. (2009). Inside out? Organizational membership, ambiguity and the ambivalent identity of the internal consultant. *British Journal of Management*, 20(3), 309-322.
- Xin, K. R., & Pelled, L. H. (2003). Supervisor-subordinate conflict and perceptions of leadership behavior: A field study. *The Leadership Quarterly*, 14(1), 25-40.
- Yin, R.K. (1994). *Case study research: Design and methods* (2nd ed.). Beverly Hills, CA: Sage Publishing.
- Yin, R. K. (2003). *Case study research: Design and methods*. Thousands Oaks: Sage.
- Young, L.C. & Wilkinson, I.R. (1989). The role of trust and co-operation in marketing channels: a preliminary study. *European Journal of Marketing*, 23(2), 109-122.
- Yukl, G. (1997). Effective leadership behavior: A new taxonomy and model. In: *Eastern Academy of Management International Conference, Dublin, Ireland, June*.
- Yukl, G. A. (2002). *Leadership in organizations*. NJ: Prentice Hall International.
- Yukl, G. (2012). Effective leadership behavior: What we know and what questions need more attention. *The Academy of Management Perspectives*, 26(4), 66-85.

- Yukl, G. A., & Fleet, D. D. van (1982). Cross-situational, multimethod research on military leader effectiveness. *Organizational Behavior and Human Performance*, 30(1), 87-108.
- Yukl, G., Gordon, A., & Taber, T. (2002). A hierarchical taxonomy of leadership behavior: Integrating a half century of behavior research. *Journal of Leadership & Organizational Studies*, 9(1), 15-32.
- Zaccaro, S. J., & Horn, Z. N. (2003). Leadership theory and practice: Fostering an effective symbiosis. *The Leadership Quarterly*, 14(6), 769-806.
- Zaleznik, A. (1992). Managers and leaders: are they different?. *Harvard Business Review*, 70(2), 126-135.
- Zenger, J.H., Musselwhite, E., Hurson, K., & Perrin, C. (1994). *Leading Teams: Mastering the new role*. Homewood: Business One Irwin.
- Zwieten M. van, & Willems D. (2004). Methodologie van kwalitatief onderzoek: Waardering van kwalitatief onderzoek. *Huisarts en wetenschap*, 47(13), 38-43.

Internet (laatst bezocht op 1-10-2017):

www.afm.nl

www.dnb.nl

www.cbs.nl

www.nvb.nl

www.rijksoverheid.nl

www.verbondvanverzekeraars.nl